



Sarah's Inn is a community-based non-profit organization whose mission is to improve the lives of those affected by domestic violence and to break the cycle of violence for future generations. Our services and initiatives focus on ending relationship violence through domestic violence crisis intervention, community education, and violence prevention programs for youth.

Job Title: Partner Abuse Intervention Program Coordinator

Department: Intervention

Reports To: PAIP Supervisor

FLSA status: Exempt/ Full-time

Position Summary: Assist the Supervisor with coordination of PAIP and provide case management services to clients attending the Partner Abuse Intervention Program. Provide psycho-educational training and counseling to perpetrators of domestic violence in order to penetrate the cycle of violence and increase the safety of victims and their children.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

Coordination of PAIP Services.

- Coordinate responsibilities with team members to ensure client needs are met, tasks are completed, and the philosophies of the program are adhered to.
- Communicate as needed with client caseworkers/ referral sources/ partner agencies about client status and progress in the program in order to coordinate services.
- Prepare both client and facilitator documents needed to conduct groups, orientation, and intake assessments.
- Ensure client documents and payments are organized and given to the PAIP Supervisor.
- Log client services into the PAIP database.
- Assist the PAIP Supervisor with coordination and entry of new client referrals, service coordination and referrals, client progress notes, status updates, and dates of services into the client database.
- Update and enhance knowledge of community resources and materials relevant to the clients we serve.
- Assist the PAIP Supervisor with additional administrative tasks relevant to the enhancement of the program.

Provide case management services to participants in the program.

- Conduct a needs assessment with each individual client upon their enrollment into the program. Using needs assessment and self-reports of clients, create individual goals and plan for services.
- Link clients to community services to increase stabilization and progress in the program.
- Maintain accurate and timely documentation of direct client services and community work.
- Work with clients on individual basis to address their identified needs and explore advocacy and resources to create client sustainability in the program. (ie resume writing, job searching, financial assistance, and housing support)
- Complete After Care contacts and documentation as necessary for all clients that have successfully completed the program.
- Attend the Advocacy and Counseling team meeting a minimum of 2x per month to share and receive community resources and to support the agency inter-team collaboration.

Provide counseling and assessment services to perpetrators of domestic violence.

- Conduct phone screens with potential clients and schedule intake assessments.
- Conduct intake assessments with potential clients assessing their appropriateness for the program.
- Conduct orientation workshops to introduce the program to new clients.



- Provide psycho-educational training and counseling to perpetrators of domestic violence.
- Ensure professional relationships with clients to create an atmosphere of accountability, responsibility and support.
- Confront and educate participants on potential offensive behavior, actions, and language.
- Actively seek to enhance knowledge of community resources relevant to the clients we serve.
- Update client files and services provided in a timely and accurate manner.
- Achieve productivity expectations pertaining to service hours and caseload.
- Ensure fulfillment of grant objectives and expectations.
- Provide coverage on the PAIP line during business hours (will be assigned shifts).
- Provide coverage on the 24 Hour Crisis Line during business hours (will be assigned shifts) and assistance with on-call (see below).

Build and maintain a cohesive co-facilitation team.

- Prioritize relationship and performance of the co-facilitation team.
- Work with other team members and co-workers to evaluate and improve upon facilitation skills.
- Provide constructive feedback to co-facilitator and other team members to help improve their skills.

Participate in the on-call rotation for crisis line in order to support crisis line volunteers and clients (if exempt/full-time).

- Provide back-up support using the on-call phone for the crisis line off hours (evenings, nights, and weekends) for a week-long shift. Position could have up to 4 week-long shifts a year.
- Ensure support of volunteers who are on the line. Providing coverage if needed, answering questions, providing guidance, and taking over when clients are in need of support only staff can approve (hotel stays, transportation, food, etc.).
- Texting shift reminders to the volunteers who are scheduled.
- When on-call, responsible for responding to text line requests. The text line is directly linked to the on-call phone.
- Provide prompt feedback about concerns or successes during the on-call shift to the Volunteer and In-Kind Coordinator.
- Responsible for understanding and implementing the on-call and financial assistance procedures including awareness of technology used and troubleshooting as needed.
- Conduct minimum of one Crisis Line shift per week, based on the schedule needs and availability, and communicate any coverage needs or tech issues to the Advocacy and Counseling Coordinator.

Educate community members and professionals about Domestic Violence. Build community partnerships for the program.

- Represent the organization with professionalism at community meetings and events, and demonstrate diplomacy and tact in all interactions with various system representatives and community partners.
- Collaborate with other community and county agencies on behalf of the clients we serve.
- Develop and maintain partnerships with community programs that are in line with the mission of Sarah's Inn.
- Provide community education presentations and professional trainings as it pertains to PAIP.
- Provide internal training to staff, volunteers, and interns as it pertains to PAIP.
- Assist with the 20-hour PAIP Facilitators Training with the PAIP Supervisor and Training and Education Supervisor.
- Participate in community awareness events as needed and requested, representing Sarah's Inn and PAIP.



- Assist as needed with external projects, tasks, and partnerships for the continued growth of the program.

Supervisory Responsibilities

There are no staff supervisory responsibilities for this position.

In the future, the opportunity to supervise interns may be added to this position. This would occur upon recommendation by the Counseling Program Supervisor and mutual agreement with the candidate and would include an increase in compensation. Associated responsibilities would include:

- Meet weekly with intern(s) to provide direction, reflective supervision, and coaching on job performance and skill development.
- With the Counseling Program Supervisor select and interns necessary to achieve the organization's mission and vision.
- With the Counseling Program Supervisor oversee the supervision and training of interns.
- Co-facilitate the weekly group supervision for Interns with other members of the Intern Supervisor Team.
- Attend Intern Supervisor Meetings generally once a month.
- Complete learning agreements and performance evaluations as requested by interns' schools/site monitors.

Schedule and Location

This position is full-time and generally business hours Monday through Friday. However, some services are later or on the weekend days. Groups, intakes, and orientation workshops for clients are on Mondays and Tuesdays from approximately 1pm-9pm. Groups are held on Monday and Tuesday nights at 6:30pm and Friday and Saturday mornings at 9:30am. This position may be asked to fill-in on Saturday groups occasionally, but most work is during the week. Services and meetings are located in Forest Park, Oak Park, Melrose Park, and the west side of Chicago.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

- MSW preferred. Bachelors in related field required.
- One year or more experience in providing direct service advocacy on behalf of victims of domestic violence and their families preferred.
- One year or more experience in providing direct service and counseling to perpetrators of intimate partner violence preferred.
- One year or more experience providing counseling, advocacy, and/or case management services to families (relevant volunteer and internship experiences included) preferred.



- Completion of an Illinois Certified 40-Hour Domestic Violence Training preferred or required to complete within three months of employment.
- Completion of an Illinois Certified 20-Hour Partner Abuse Intervention Facilitation Training preferred or required within three months of employment.
- Fluency in Spanish, oral and written, preferred.

Knowledge and Skills:

- Excellent oral and written communication skills.
- Excellent organizational skills.
- Fluency in Spanish, oral and written, preferred.
- Demonstrated computer experience.
- Knowledge of victims', children and youth issues specifically related to domestic violence.
- Skills and capacity to manage potential offensive behavior, actions, and language of participants.
- Demonstrated ability to prioritize and handle a variety of tasks, and meet established deadlines.
- Ability to develop and maintain positive relationships with a wide variety of people, including but not limited to board members, staff, volunteers, interns, government officials, community partners, organizational donors and media.
- Commitment to and experience in working with people from diverse cultural, ethnic, socioeconomic backgrounds.
- Ability to work some evening and weekend hours.
- Valid driver's license, access to a reliable car with current insurance.

Success Factors/Job Competencies: *(this is standard wording which represents the job competencies that will be measured in the performance evaluation process)*

- Integrity & Ethics – models Organization's Vision, Mission & Values
- Collaboration & Teamwork – embraces an inclusive workplace
- Innovation/Continuous Improvement – finds innovative ways of executing work
- Job Knowledge/Technical Expertise – demonstrates a clear understanding of and executes roles and responsibilities
- Time Management/Productivity/Accountability – manages time and resources effectively
- Problem Solving/Decision Making – demonstrates proper judgment, problem solving and decision making
- Communication – effectively communicates
- Colleague Development - provides guidance, encouragement and feedback to subordinates for professional growth

Physical demands and work environment:

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical demands: While performing duties of job, incumbent is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects; reach with hands and arms; talk and hear. Specific vision abilities required by the job include close vision and distance vision. This position requires the ability to lift and carry items up to 25lbs.

Performance Standards:

- Annual performance evaluation
- Attainment of annual goals established between supervisor and incumbent



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together strong

Approval/revision date: July 8, 2026

General sign-off: The employee is expected to adhere to all company policies while employed.
I have read and understand the contents of this job description.

Signature: _____ Date: _____